



Kingman FIRE DEPARTMENT

Monthly Performance Report August 2019



This report is designed to be comprehensive of performance and provide a realistic snapshot of service delivery as well as the ability to provide information that is more readily analyzed in comparison to timeframes, locations, and other pertinent comparisons. The foundation of the Kingman Fire Department is service delivery and the leadership of the organization is "committed" to ensuring that the service level of both proactive and reactive services is continuously improving and innovative in process implementation and service delivery. This report identifies distinguishable data in each division of the department allowing for a comprehensive look at the organization regardless of area of interest as obviously one division reflects the others as well as the organization as a whole. The level of calls that the Kingman Fire Department handles in any given day is that testament to the concept and the change in service delivery that must be increased within the city to ensure the level of service to the community.

PERSONNEL INFORMATION

1

FIRE DEPARTMENT ADMINISTRATION & OPERATIONS STAFF

Department/Shift	A	B	C	ADMIN	TOTAL	Haz Mat	Paramedic	TRT
Command Staff	-	-	-	5	5	2	2	-
BC—Operations	1	1	1	-	3	3	3	1
Captain	4	4	4	-	12	6	7	2
Engineer	4	4	4	-	12	6	9	3
Firefighter	6	6	6	-	18	6	6	8
Part Time FF/POC	-	-	-	15	15	-	2	-
TOTAL	15	15	15	20	65	23	29	14

FY 2019 POSITIONS—Authorized / Actual

KFD Personnel	Authorized	Actual
Fire Chief	1	1
Assistant Chief	2	2
Battalion Chief-Administration	2	2
Battalion Chief-Operations	3	3
Fire Captain	12	12
Fire Engineer	12	12
Firefighter	18	18
POC (Part Time) Firefighter	25	15
Administrative Assistant	2	2
Building Official	1	1
Building & Life Safety Inspector	6	5
Permit Technician	1	1
Crew Leader	1	1
Fire Maintenance Worker	2	2
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	5
TOTAL	104	87

FIRE DEPARTMENT

Fire Chief	1
Assistant Chief	2
Battalion Chief—Administration	2
Battalion Chief—Operations	3
Fire Captain	12
Fire Engineer	12
Firefighter	18
POC	15
Administrative Assistant	2
TOTAL	67

BUILDING & LIFE SAFETY DEPARTMENT

Building Official	1
Bldg & Life Safety Inspector	5
Permit Technician	1
TOTAL	7

9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	5
TOTAL	10



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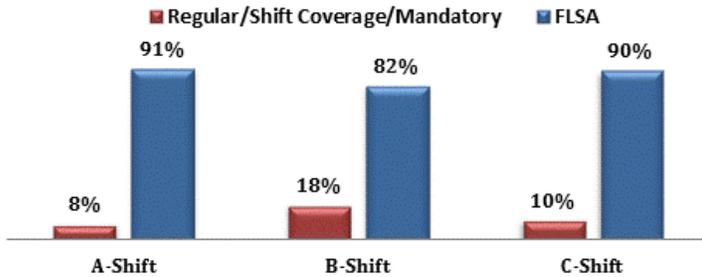


PERSONNEL INFORMATION

07/21/19—08/31/19	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours	2868	3145	3126					9239
OT Hrs—Reg Sched	27.5	8	14					49.5
OT Hrs—Shift Cover	60	90	48					198
OT Hours—Mandatory	-	-	-					-
OT Hours—Dispatch	-	-	-					-
OT Hours—FLSA	896	436	552					1884
Working Shift (POC)				402				402
Working Squad (POC)				-				-
Vacation Hours	113	448	192					753
Sick Hours	23	225	82					330
Light Duty Hours	-	-	-					-

Data Not Available

Shift Personnel Overtime
Total OT Hours: 2131.5



Data Not Available

Dispatch OT Graph

The Mission of the Kingman Fire Department

- ◆ To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community.

The Vision of the Kingman Fire Department

- ◆ To become widely recognized as a department which demonstrates excellence in the delivery of its services.
- ◆ Honor our community's trust by demonstrating our commitment to duty.
- ◆ Strive to continually improve services and programs to the community, ensuring they are made available and are clearly understood by our stakeholders.
- ◆ Proactively identify and analyze our community's risks, thereby maintaining an efficient response model.
- ◆ Continue to build strong relationships and consistent collaboration with our regional partners and support agencies.
- ◆ Maintain an internal culture that reflects a diverse, respectful and professional atmosphere, nurtured by transparency as well as cooperative and evolving internal communication processes.
- ◆ To develop comprehensive training, professional development and succession planning to ensure the future success of Kingman Fire Department.



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OPERATIONS REPORT

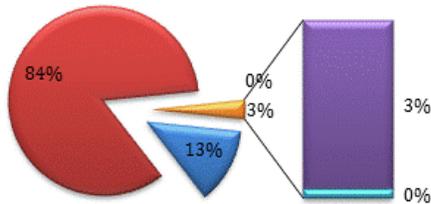
3

INCIDENT BREAKDOWN

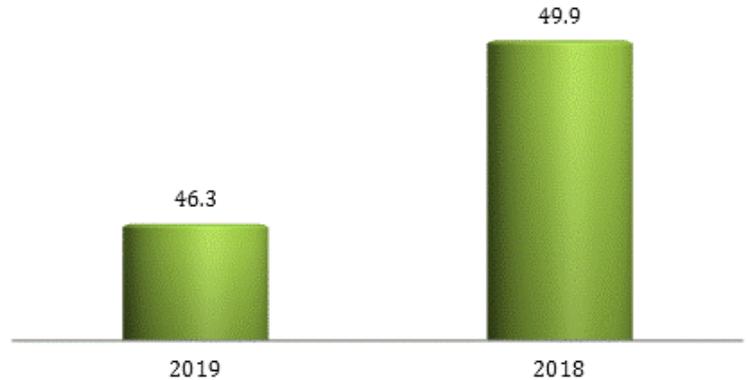
Incident Type	Aug 2019	Aug 2018	% of Chg	2019 YTD	2018 YTD	% of Chg
Total FIRE Incidents	81	95	↓15%	733	775	↓6%
EMS Response	527	610	↓14%	4384	4446	↓1%
Residential Structure Fires	2	-	-	41	34	↑17%
Commercial Structure Fires	2	1	↑50%	15	12	↑20%
Vehicle Fires	2	4	↓50%	28	31	↓11%
Brush Fires	6	3	↑50%	65	68	↓5%
Dumpster Fires	1	4	↓75%	33	13	↑61%
Other Fire	68	83	↓18%	551	617	↓12%
False Alarm Response	-	-	-	-	-	-
Hazardous Condition	19	6	↑68%	72	46	↑36%
Other Resp/Admin	1	2	↓50%	6	4	↑33%
Total Incidents	628	713	↓14%	5195	5271	↓1%

Incident Breakdown by %
Total Incidents: 628

■ Fire Incident Total
 ■ EMS Response
 ■ False Alarm Response
■ Hazardous Condition
 ■ Other Resp/Admin



Total Average Calls - 14 FF per Shift



Performance by Shift	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
A-Shift	252	0:00	90%	0:00	84%	0:00	40%	0:00	75%
B-Shift	193	0:00	91%	0:00	90%	0:00	40%	0:00	78%
C-Shift	203	0:00	95%	0:00	83%	0:00	43%	0:00	83%
Total	648	1:24	92%	1:07	86%	7:32	41%	9:43	78%

Shift	Total Calls Aug 2019	Total Calls Aug 2018	Calls/FF Aug 2019	Calls/FF Aug 2018	% Change YTD	YTD
A (14)	252	269	18.00	19.21	↓7%	1818
B (14)	193	227	13.79	16.21	↓17%	1660
C (14)	203	217	14.50	14.47	0%	1809
Total	656	713	46.30	49.89	↓8%	5287



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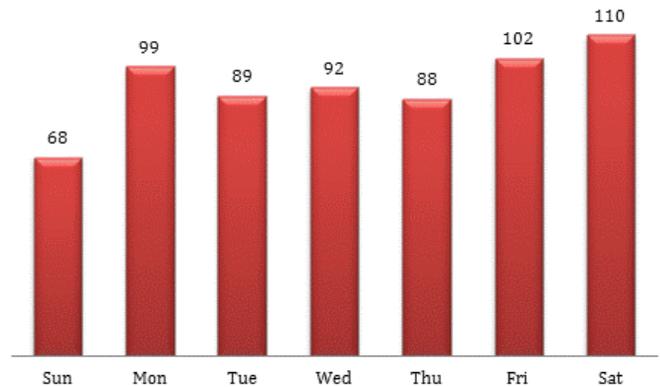
OPERATIONS REPORT

Total Calls for the month of August 2019: 628 **YTD: 5195**
Total AMR Calls for the month of August 2019: 115 **YTD: 937**
Squad 2 Calls for the month of August: 13 **July 1, 2019 to date: 26**

TOTAL INCIDENTS BY DISTRICT						
District	Aug 2019	Aug 2018	% Change	2019 YTD	2018 YTD	% Change
21	94	88	↑6%	642	718	↓11%
21A	-	n/a	-	2	157	↓99%
TOTAL	94	88	↑6%	644	875	↓26%
22	78	286	↓73%	564	1922	↓71%
22A	117	n/a	-	880	803	↑10%
22B	27	n/a	-	173	74	↑57%
22C	3	n/a	-	12	8	↑33%
22D	4	n/a	-	49	43	↑14%
TOTAL	229	286	↓25%	1678	2850	↓70%
23	172	226	↓31%	1098	1681	↓53%
23A	46	n/a	-	440	385	↑13%
23B	-	n/a	-	2	6	↓67%
TOTAL	218	226	↓4%	1540	2072	↓35%
24	69	80	↓16%	560	658	↓15%
25	14	22	↓36%	108	187	↓42%
Out District	16	11	↑31%	93	105	↓11%
Total	640	713	↓10%	4623	6747	↓46%

CALLS BY DAY OF WEEK				
Day	Aug 2019	Aug 2018	% by Day	YTD
Sunday	68	75	10%	592
Monday	99	86	15%	815
Tuesday	89	111	14%	830
Wednesday	92	104	14%	777
Thursday	88	136	14%	774
Friday	102	126	16%	782
Saturday	110	75	17%	717
TOTAL	648	713	12%	5287

Total Incidents by Day of the Week



AUTOMATIC AID BREAKDOWN					
Mutual Aid	Dept.	Aug 2019	2019 YTD	2018 YTD	% YTD Change
Given	NACFD	14	42	No data	No data
Given	GVFD	1	20	No data	No data
Received	NACFD	4	51	No data	No data
Received	GVFD	6	6	No data	No data
Received	PPFD	2	10	No data	No data

Fire Incidents by Category	Aug 2019	% All Incidents	2019 YTD	2018 YTD	YTD % Chang
EMS	527	84%	4384	4446	↓1%
Fire	81	13%	733	775	↓6%
HazMat	19	3%	72	46	↑36%
Tech Rescue	-	-	-	-	-
Other	1	0%	6	4	↑33%
Total	628		5195	5271	↓1%



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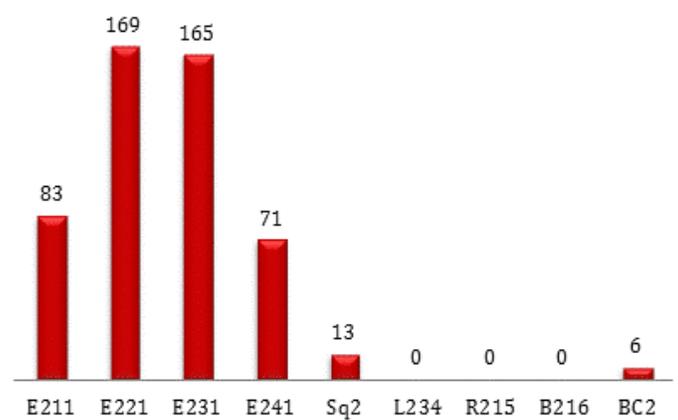


OPERATIONS REPORT

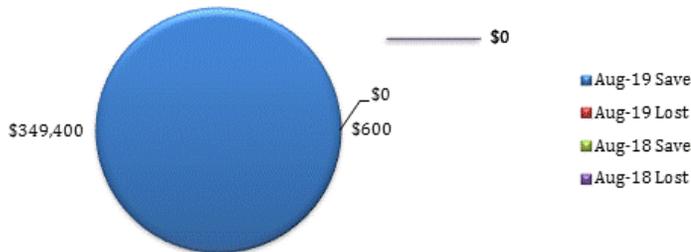
Total Responses by KFD Apparatus
(does not include canceled calls)

Unit	Aug 2019	YTD	% Per Unit
E211	83	641	13%
E221	169	1274	26%
E231	165	1274	25%
E241	71	657	11%
Squad 2	13	277	2%
L234	-	9	-
R215	-	13	-
B216	-	2	-
BC2	6	21	1%
AMR	115	937	18%
Other/Admin	26	177	45

648 Total Incidents Responded to by Apparatus



High--Moderate--Low Risk Fire Save/Loss Value - 2019 vs. 2018



Confined vs. Non-Confined Fires	Confined	Non-Confined
Residential Fires	1	-
Commercial Fires	-	-

Fire Outcomes	Benchmark	Aug 2019
Water on Fire	n/a	-
Primary All Clear	n/a	-
Secondary All Clear	n/a	-
Lost Stopped	n/a	-
Fire Out	n/a	-

Property Value—Fire Incidents	Aug 2019	Aug 2018	% Change
Total Fire Incidents Investigated	1	-	-
Fire Incidents Total	5	-	-
Fire Incidents with Property Damage	2	-	-
Total Dollar Value of Property	\$350,325	\$5,049	↑98.6%
Total Dollar Amount of Property Saved	\$349,400	\$1,250	↓99.6%
Total Property Saved	99.8%	47%	↑52.9%

Cause of Ignition	# of Incidents	% of Total
Intentional	-	-
Failure of Equipment or Heat Source	-	-
Act of Nature	-	-
Cause Undetermined after Investigation	1	100%
Cause Under Investigation	-	-
Unintentional	-	-

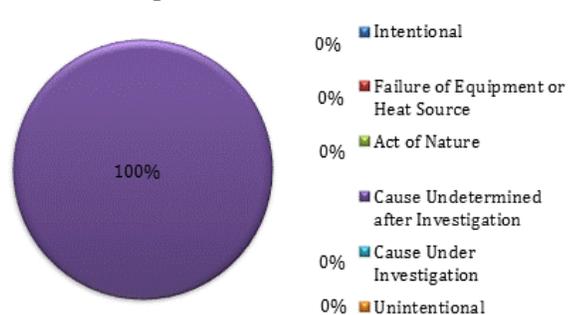
Working Smoke Detectors During Residential Structure Fires

Benchmark	Aug 2019
90%	100%

Structure Smoke Detectors

Detector Presences Status	Count
Present	1
Not Present	4
Undetermined	-

Cause of Ignition Breakdown AUG 2019





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OPERATIONS REPORT

Number of Pre-Incidents	Total Pre-Incident Property Value	Total Pre-Incident Content Value	Total Pre-Incident Value	Average Value
5	\$250,325	\$100,000	\$350,325	\$70,065

Number of Loss Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
2	\$825	\$100	\$925	\$463

High Risk Fire—Fire Suppression (*Commercial Structure/Residential Structure*)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
3300 Harrison Street	8/29/19	19-5244	\$250,000	\$100,000	\$350,000	\$500	\$100	\$600

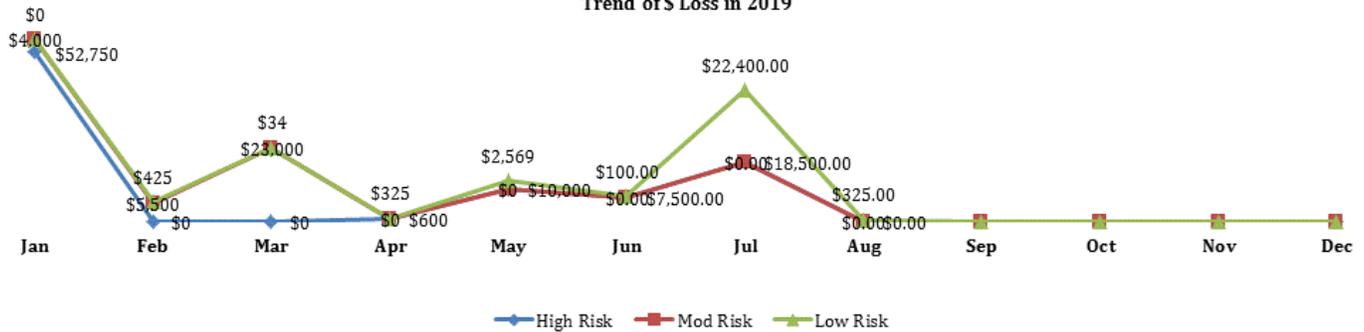
Moderate Risk Fire—Fire Suppression (*Commercial Vehicle Fires*)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total

Low Risk Fire—Fire Suppression (*Brush, Dumpster, Passenger Vehicle Fires*)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
740 Country Club Avenue	08/08/19	19-4801	\$325	\$0	\$325	\$325	\$0	\$325
140 / Exit 48	8/9/19	19-4828	\$0	\$0	\$0	\$0	\$0	\$0
418 W Beale Street	8/17/19	19-4993	\$0	\$0	\$0	\$0	\$0	\$0
Eastern / Southern	8/10/19	19-4857	\$0	\$0	\$0	\$0	\$0	\$0

Trend of \$ Loss in 2019





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EMS REPORT

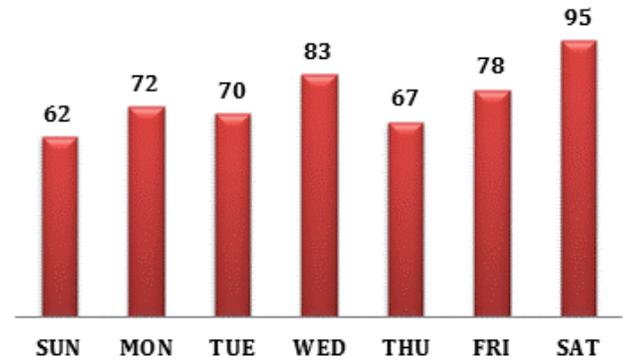
EMS Calls per Station	EMS	% for Month	YTD
Station 21	68	17%	529
Station 22	147	36%	1327
Station 23	142	35%	1052
Station 24	49	12%	521

AMR Only Responses	CALLS	% YTD	YTD
EMS Response—KFD	527	13%	4143
EMS Response—AMR	115	12%	937

KFD & AMR total Responses: 642 KFD responded to 82%

EMS TOP 10 DETERMINANTS				
CALL TYPE	2019	2018	Variance %	YTD
Breathing Problem—Delta	36	-	-	361
Chest Pain—Delta	30	-	-	212
Psychiatric—Bravo	18	50	↓64%	175
Sick Person—Charlie	23	27	↓17%	203
Falls—Bravo	31	25	↑19%	244
Sick Person—Alpha	32	30	↑6%	302
Unconscious/Fainting—Delta	21	26	↓19%	148
Breathing Problem—Charlie	36	38	↓6%	136
Falls—Alpha	24	29	↓21%	193
Unknown Problem—Bravo	21	-	-	136

EMS Incidents by Day of Week



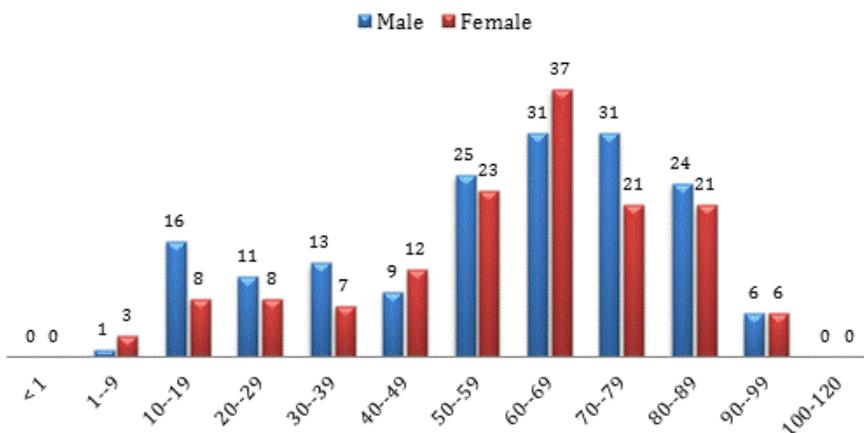
EMS Supply Costs

Vendor	Aug 2019	FYTD 2020
Life-Assist	\$893.73	\$1,649.17
BoundTree	\$410.22	\$1,294.33

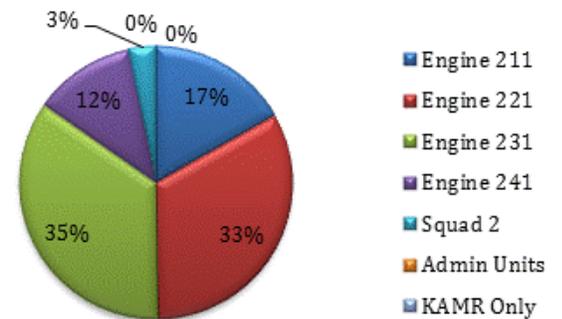
EMS Incidents by Type

Type	KRMC Alert	Aug 2019	% of all EMS Incidents	YTD
Cardiac Arrest	-	6	1.5%	67
STEMI	3	7	1.7%	27
Stroke	3	7	1.7%	67
Falls/Trauma	1	59	14.5%	390
Naloxone Usage	-	4	1.0%	29
Sepsis	-	7	1.7%	27

Patients by Age Group and Gender August 2019



EMS Calls by Unit



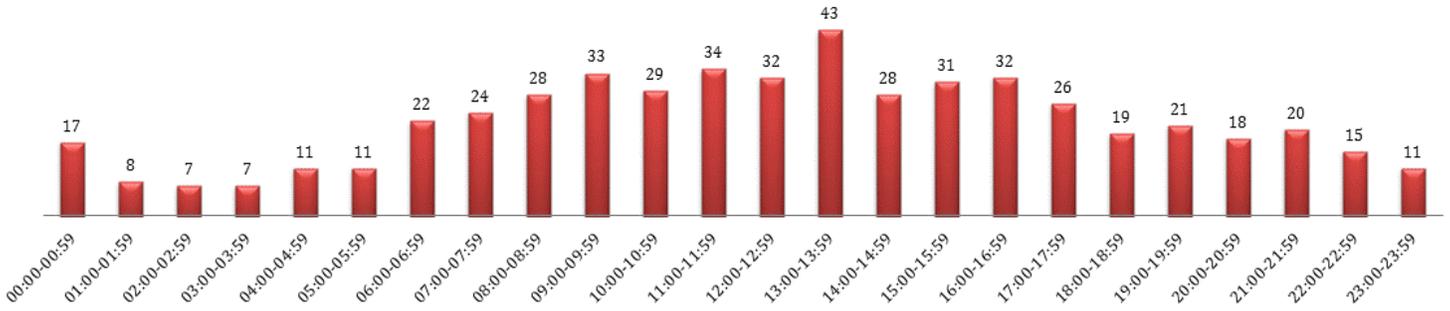


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EMS REPORT

EMS Incidents by Hour



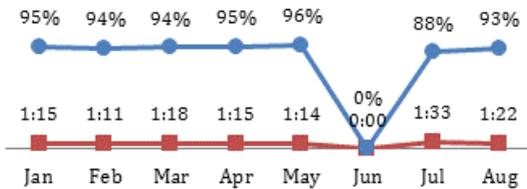
EMS PERFORMANCE by RISK

RISK	EMS Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	292	1:25	92%	1:07	85%	6:50	46%	9:11	83%
MODERATE-Bravo	110	1:25	91%	1:00	92%	8:04	32%	10:29	70%
LOW-Alpha, Omega, & Public Assist	125	0:57	96%	0:49	93%	8:15	18%	10:55	45%
Total	527	1:22	93%	1:05	87%	7:31	42%	9:42	79%

EMS Performance by RISK

DISPATCH

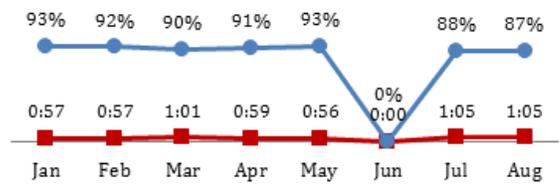
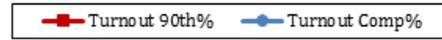
Benchmarks: 90th% - 1:30 Comp% - 90%



EMS Performance by RISK

TURNOUT

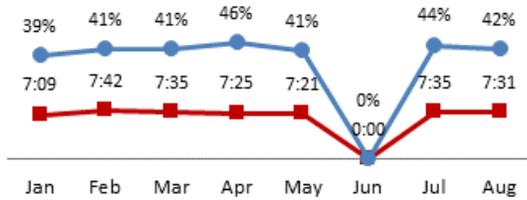
Benchmarks: 90th% - 1:00 Comp% - 90%



EMS Performance by RISK

TRAVEL

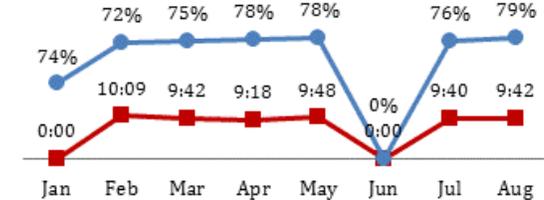
Benchmarks: 90th% - 4:00 Comp% - 90%



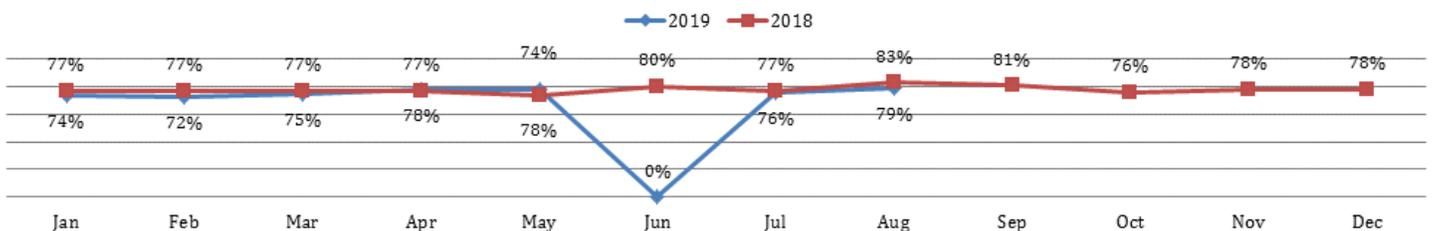
EMS Performance by RISK

TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



Total Response Time Compliance%- EMS CALLS



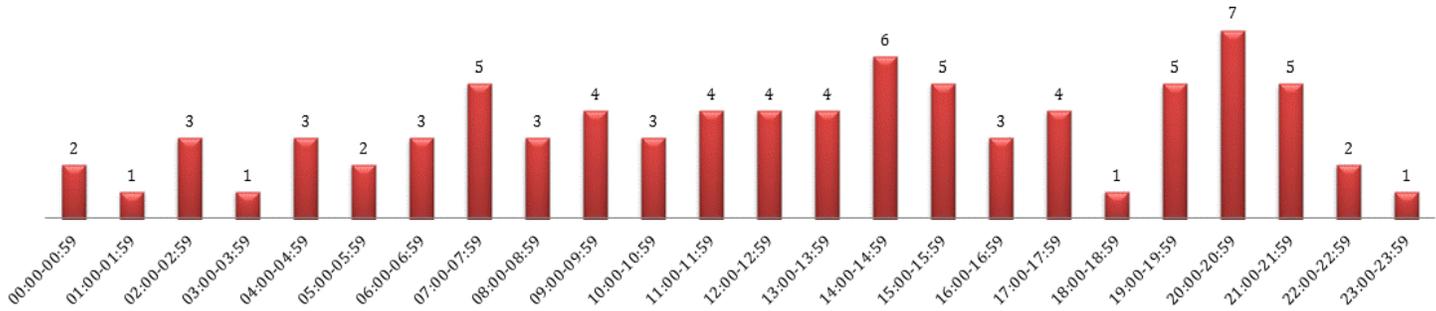


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FIRE REPORT

Fire Incidents by Hour



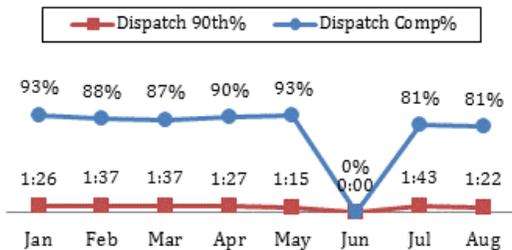
FIRE PERFORMANCE by RISK

RISK	Fire Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	5	1:25	80%	2:00	50%	8:14	33%	0:00	100%
MODERATE-Bravo	2	1:25	50%	0:50	100%	4:39	50%	0:00	100%
LOW-Alpha, Omega, & Public Assist	74	0:57	83%	1:01	88%	7:32	41%	0:00	70%
Total	81	1:22	81%	1:11	85%	7:34	41%	0:00	74%

Fire Performance by RISK

DISPATCH

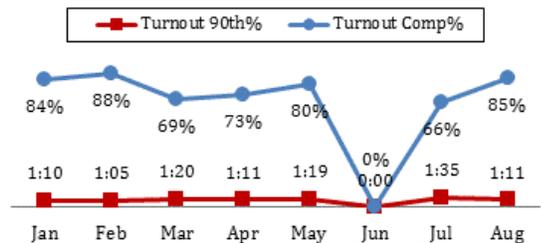
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TURNOUT

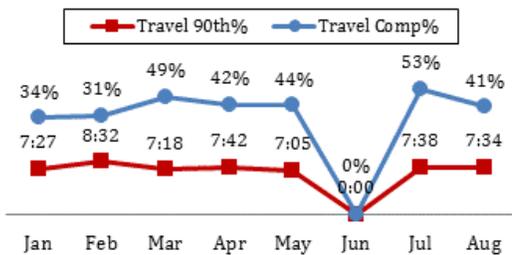
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TRAVEL

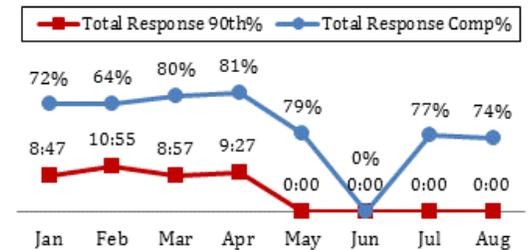
Benchmarks: 90th% - 1:30 Comp% - 90%



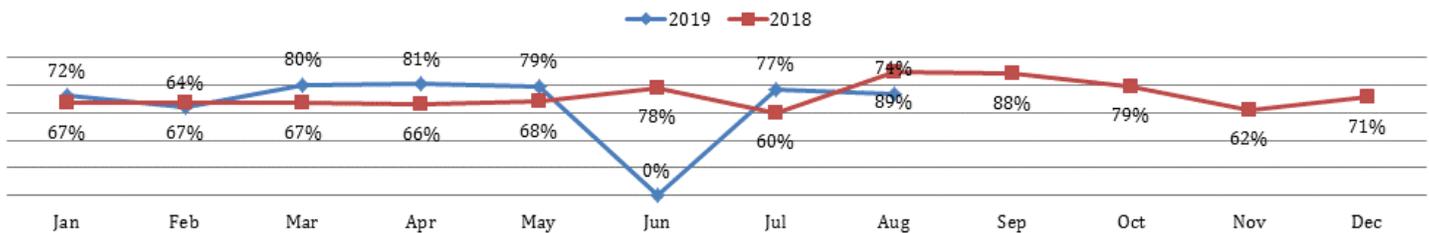
Fire Performance by RISK

TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



Total Response Time Compliance%- FIRE CALLS





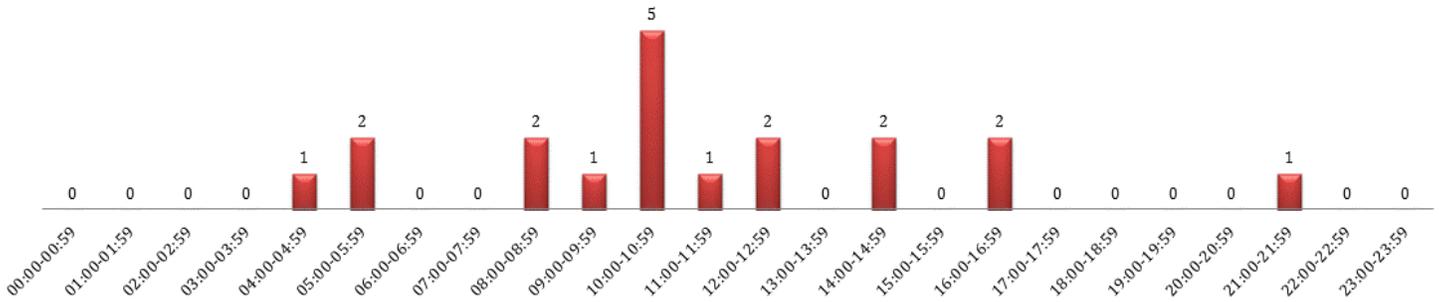
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HAZMAT REPORT

HazMat Incidents by Hour



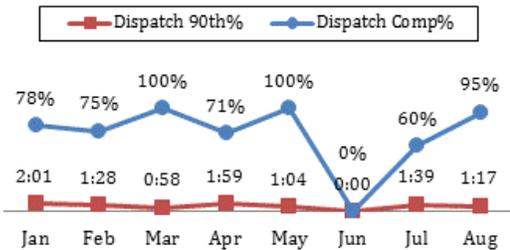
HAZMAT PERFORMANCE by RISK

RISK	HazMat Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS									
		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	2	3:29	50%	1:26	50%	7:39	0%	12:01	0%
MODERATE-Bravo	14	1:09	100%	1:23	62%	6:58	31%	8:14	83%
LOW-Alpha, Omega, & Public Assist	3	0:59	100%	1:16	67%	5:22	33%	7:25	100%
Total	19	1:17	95%	1:27	61%	7:16	29%	8:21	81%

HazMat Performance by RISK

DISPATCH

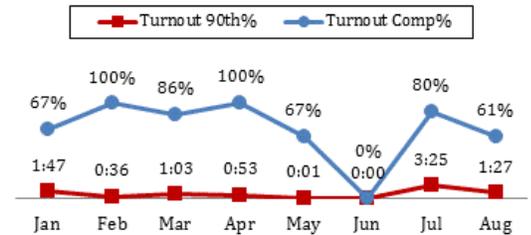
Benchmarks: 90th% - 1:30 Comp% - 90%



HazMat Performance by RISK

TURNOUT

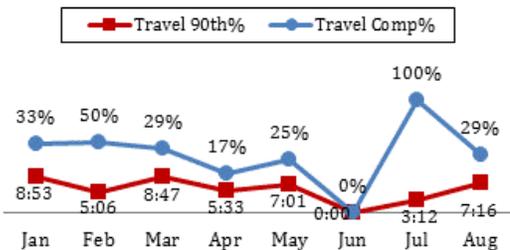
Benchmarks: 90th% - 1:00 Comp% - 90%



HazMat Performance by RISK

TRAVEL

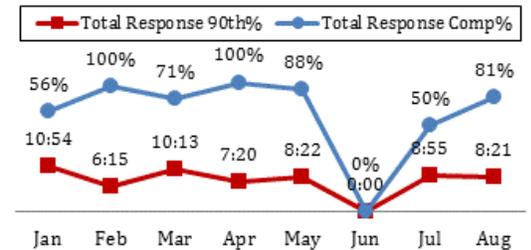
Benchmarks: 90th% - 4:00 Comp% - 90%



HazMat Performance by RISK

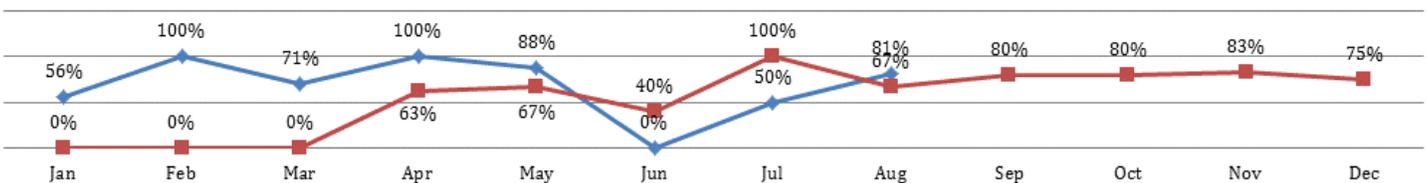
TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



Total Response Time Compliance%- HAZMAT CALLS

— 2019 — 2018





Kingman FIRE DEPARTMENT

Monthly Performance Report August 2019



UTSETIN—CARDIAC SURVIVABILITY REPORT

CARDIAC SURVIVABILITY FOR AUGUST 2019: 17%

CARDIAC EVENT, WITNESSED			
Group Total		1	
Resuscitations Attempted		1	
Pre-Arrival CPR		1	ROSC
Initial Rhythm	Asystole	-	-
	VF/VT	1	-
	Other Rhythm	-	-
ROSC for Group		-	1
ROSC % for Group		-	-

CARDIAC EVENT, NOT WITNESSED			
Group Total		5	
Resuscitations Attempted		3	
Pre-Arrival CPR		3	ROSC
Initial Rhythm	Asystole	2	-
	VF/VT	1	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

CARDIAC EVENT, WITNESSED by EMS			
Group Total		-	
Resuscitations Attempted		-	
Bystander CPR		-	ROSC
Initial Rhythm	Asystole	-	-
	VF/VT	-	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

Public Access Defibrillator (AED)	1
AED Available	4
AED Used	1
AED ROSC	1

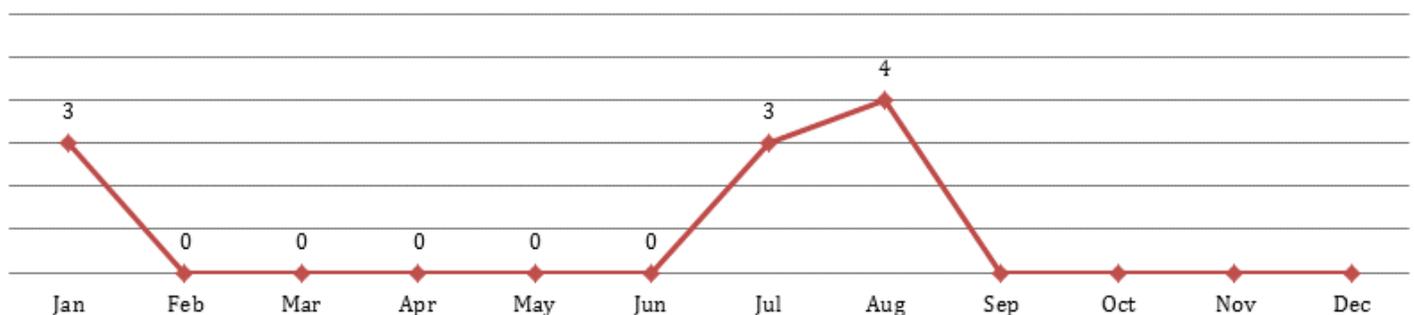
Attempted Resuscitations	-
Cardiac Arrest with ROSC	1
Non-traumatic Cardiac Arrest with ROSC	1
Cardiac Arrest with Bystander CPR performed	4

Cardiac Arrest Calls	6
Cardiac Arrest - Cardiac Event	6
Cardiac Arrest - Trauma Event	-
Resuscitations Attempted	6

CPR CERTIFICATIONS ISSUED AUGUST 2019	
BLS	-
Heartsaver	31
AED	31
Friends & Family	-
Hands Only	45
Total	107

Cardiac survivability is a priority for the department so CPR is still a big push for the community. The department is still conducting monthly public Continuous Compressions Only CPR events. At the events, we held we were able to teach and see 45 citizens demonstrate the proper techniques. We conducted 4 Heartsaver CPR First Aid classes with 31 certifications issued. Between providing certification classes as well as hands only events, the goal is to see an increase in pre-arrival CPR which will yield results in overall survivability.

Cardiac Arrest w/ Bystander CPR Performed





Kingman FIRE DEPARTMENT Monthly Performance Report August 2019

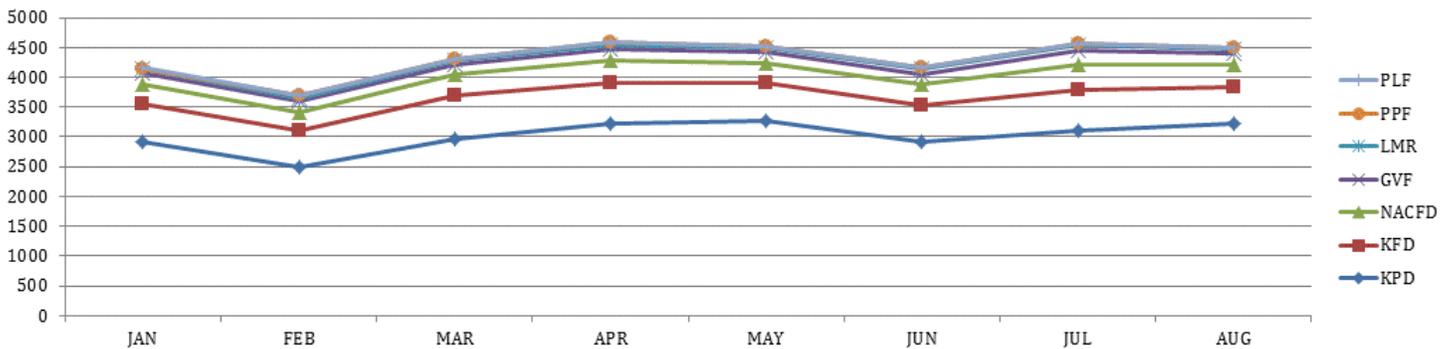


COMMUNICATION CENTER REPORT

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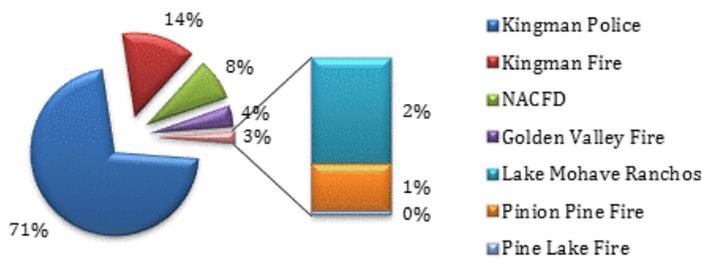
Communication Center Calls for Service by Agency	2019 YEAR-TO-DATE		POLICE	EMS	FIRE	HAZMAT	OTHER	2019 Total	2018 Total
	Count	Percentage							
City of Kingman Police	24104	69.7%	3215	-	-	-	-	3215	3544
City of Kingman Fire	5287	15.3%	-	27	81	19	1	628	713
Northern Arizona Consolidated Fire	2865	8.3%	-	284	73	5	2	364	319
Golden Valley Fire	1495	4.3%	-	156	29	-	1	186	183
Lake Mohave Ranchos	594	1.7%	-	59	9	-	2	70	66
Pinion Pine Fire	215	0.6%	-	15	15	-	1	31	27
Pine Lake Fire	21	0.1%	-	2	1	-	-	3	2
TOTAL	34581	100%	3215	1043	208	24	7	4497	4854

of Agency Calls 2019 Trend

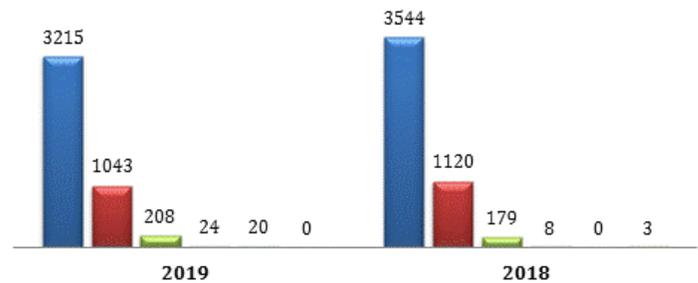


9-1-1 Communication Calls Per Agency
Aug 2019 DOWN 8% from Aug 2018

Percentage of Calls per Agency
Total Calls for August: 4497



■ Police ■ EMS ■ Fire ■ HAZMAT ■ Tech Rescue ■ Other



Alarm Handling by Agency	Incidents	Handling Time	Dispatch Time	Alarm Handling	Compliance %
Kingman Police	196	-	-	4:28	49%
Kingman Fire	648	-	-	1:24	92%
Northern AZ Consolidated Fire	364	-	-	1:26	91%
Golden Valley Fire	186	-	-	2:28	79%
Lake Mohave Ranchos	70	-	-	2:11	77%
Pinion Pine Fire	31	-	-	2:30	74%
Pine Lake Fire	3	-	-	4:02	33%
TOTAL	1302	-	-	1:39	88%



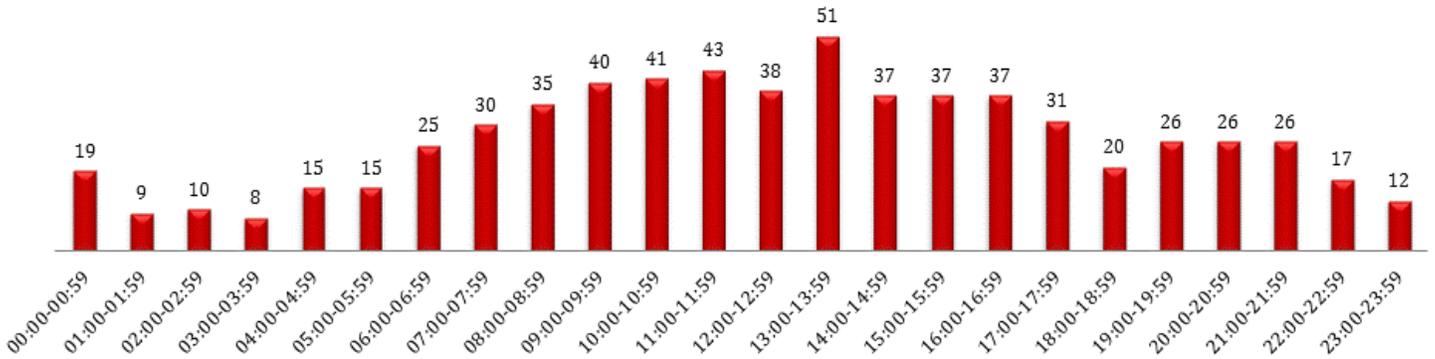
Kingman FIRE DEPARTMENT Monthly Performance Report August 2019



COMMUNICATION CENTER REPORT

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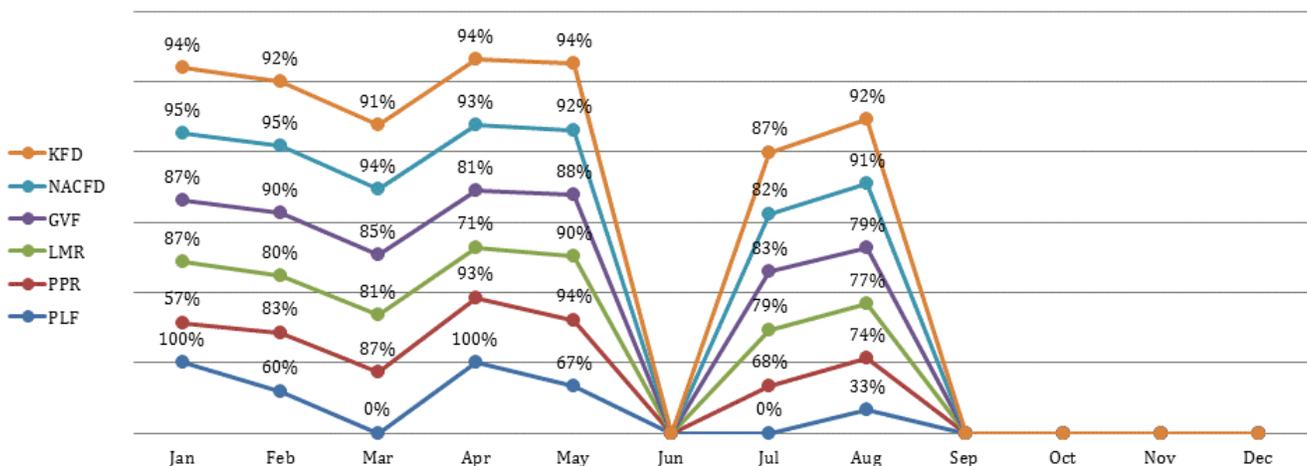
Total Incidents by Alarm Hour



COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2541	0:10	95%	0:10	93%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	648	1:30	90%	1:24	92%
Northern AZ Consolidated Fire	364	1:30	90%	1:26	91%
Golden Valley Fire	186	1:30	90%	2:28	79%
Lake Mohave Ranchos	70	1:30	90%	2:11	77%
Pinion Pine Fire	31	1:30	90%	2:30	74%
Pine Lake Fire	3	1:30	90%	4:02	33%
TOTAL	1302	1:30	90%	1:39	88%

Benchmark Compliance Trend by Agency - 2019



TELEPHONY BREAKDOWN

Call Type	Aug 2019	2019 YTD	2018 YTD	% YTD Change
Emergency	2541	19176	No data	n/a
Non-Emergency	9315	70417	No data	n/a
TOTAL	1856	89593	No data	n/a



Kingman FIRE DEPARTMENT Monthly Performance Report August 2019

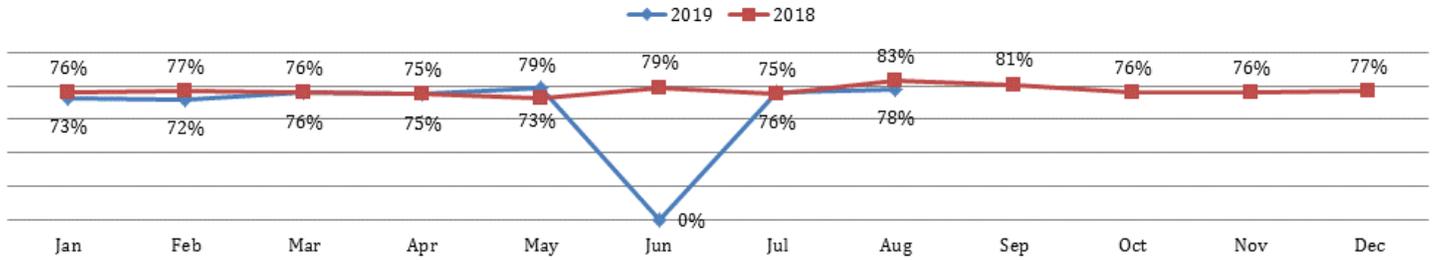


COMMUNICATION CENTER REPORT

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All 90th Percentile Times by Month	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
August 2019	648	1:24	92%	1:07	86%	7:32	41%	9:43	78%

Total Response Time Compliance % - ALL CALLS

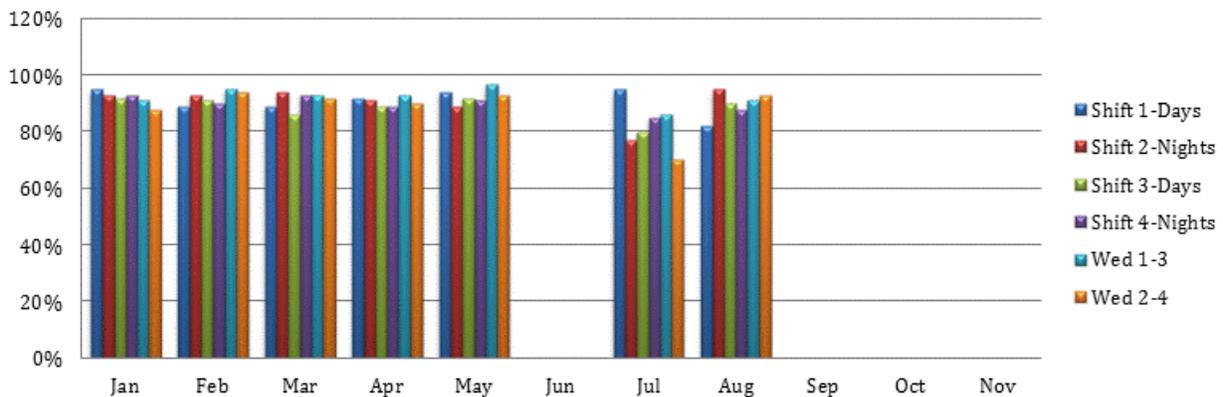


Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
0000-0500	76	1:13	94%	1:17	53%	8:23	23%	10:33	70%
0600-1100	214	1:23	93%	1:08	88%	7:09	48%	9:14	79%
1200-1700	231	1:40	89%	0:52	93%	7:28	44%	10:04	76%
1800-2300	127	1:18	94%	0:58	91%	6:46	37%	8:23	88%
Total	648	1:24	92%	1:07	86%	7:32	41%	9:43	78%

9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	344	26%	-	82%
Shift 2—Nights	162	12%	-	95%
Shift 3—Days	409	31%	-	90%
Shift 4—Nights	222	17%	-	88%
Wed 1-3	116	9%	-	91%
Wed 2-4	49	4%	-	93%
TOTAL	1302	100%	-	88%

9-1-1 Communications Center Shift Compliance % 2019 YTD





Kingman FIRE DEPARTMENT Monthly Performance Report August 2019



TRAINING REPORT

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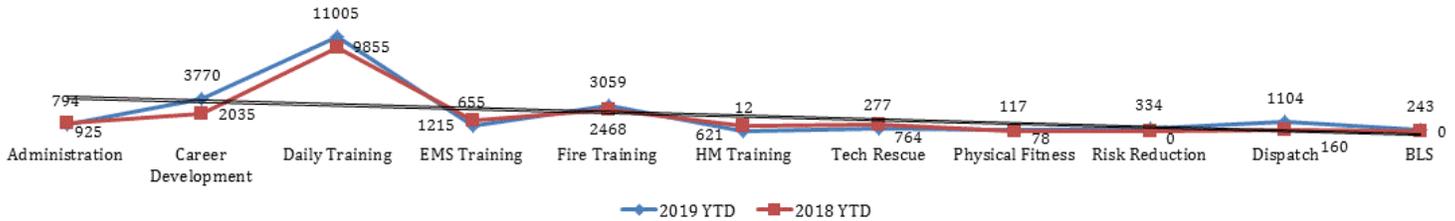
Training Hours

Training Type	Hours	% for Month	2019 YTD	2018 YTD	Variance %
Administration	114	3.6%	794	925	↓14%
Career Development	970	30.4%	3770	2035	↑46%
Daily Training	1423	44.5%	11005	9855	↑10%
EMS Training	97	3.0%	655	1215	↓46%
Fire Training	145	4.5%	3059	2468	↑19%
HM Training	4	0.1%	12	621	↓98%
Tech Rescue	2	0.1%	277	764	↓64%
Physical Fitness	8	0.3%	117	78	↑33%
Risk Reduction	93	2.9%	334	-	-
9-1-1 Communications	340	10.6%	1104	160	↑86%
Building & Life Safety	-	-	243	-	-
Total	3195	100%	1370	18121	↑15%

Training Performance Compliance

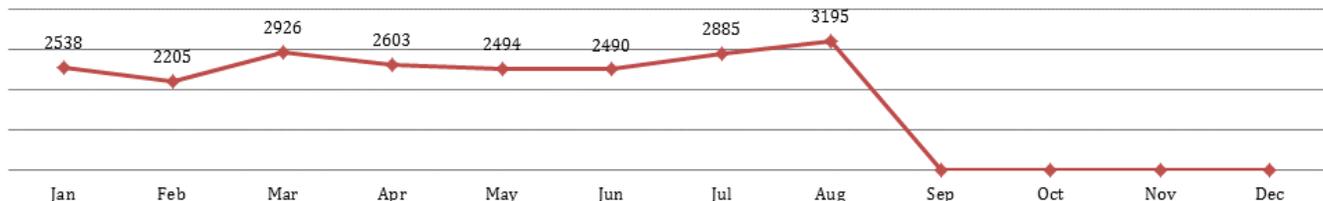
Benchmark	Officer Development	EMS	Fire	HazMat	Tech Rescue	Admin	Total
90%	0%	75%	60%	0%	0%	100%	39%

August 2019 vs. 2018 Total Training Hours



The Training and Safety division completed Fire Instructor 1 training and utilized multiple members of the department to instruct twenty-three (23) total personnel in Mohave County. Fifteen (15) members were Kingman Fire personnel. One member attended the National Fire Academy and completed the 2 year "Managing Officer" program. One member attended (FRI) Fire Rescue International conference in Atlanta, Ga. The Training Division conducted a four (4) day extensive "Paid on Call" fire academy for (7) new POC firefighters that joined the Kingman Fire Department. The department completed 3195 training hours for the month of August 2019. The YTD training hours was 21,370 training hours. This is a 15% increase of from August 2018 training hours.

Total Training Hours by Month



Aug 2019		Year to Date	
Total Monthly Training Hours	3195	YTD Training Hours	21370
Average Monthly Hours per person (87)	33	Average YTD Hours per person (87)	246



Kingman FIRE DEPARTMENT Monthly Performance Report August 2019



BUILDING & LIFE SAFETY REPORT

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Top Violations

Violations	Fire Code	Violation
<i>No Data Available</i>		

Completed Monthly Fire Code Inspections			Monthly Code Violations		
Fire Prevention	Completed	YTD	Fire Prevention	Violations	YTD
Re-Inspection	57	211	Weeds	52	52
Annual Scheduled Inspection	66	697	Fire	24	24
Remaining Inspections	-	13	Building	-	-
Total Inspections	123	921	Total Violations	76	76

Target Hazard Commercial Occupancies			Code Violations			
Inspection Type	Aug 2019	YTD	Type	Aug 2019	Aug 2018	Variance %
Fire Inspections	123	178	Fire		n/a	-
Building Inspections	475	1001	Building		n/a	-

Business License Inspections	Aug 2019	YTD
	25	338

Community Risk Reduction Activities				
Activity	Aug 2019	# of Attendees	2019 YTD	2018 YTD
Smoke Alarm Maintenance/Calls	56	6	36	12
Smoke Alarm New Install (each alarm)	22	-	47	7
Child Safety Seat Checks	3	6	57	1
Child Safety Seats - Issued NEW	3	-	42	-
Public Education Classes	17	473	112	24
Public Education Outreach	3	145	61	55
Explorer Program Training	6	102	7	2
Knox Box	2	2	25	7
Citizens Fire Academy Training	-	-	-	-
CERT Training	-	-	-	-
Station Tours	-	-	12	7
Total	61	734	399	115

Community Risk Reduction tended to 5 smoke alarm calls. We managed to install 22 new smoke alarms. CRR had 3 car seat visits where all 3 cases a new car seat was issued and installed. With the start of school CRR visited area elementary schools teaching the importance of fire drills and knowing at least 2 ways out of every room in the house. CRR held a combined 17 Public Education classes on various topic from CPR to knowing 2 ways out. CRR's Explorer program has been launched. We have 17 recruits that will come to our class 4 days a week for 2 hours each day. They will be learning Firefighters skills in order to be eligible for state testing when they are of age. We rounded out with 2 Knox Box installs.



Kingman FIRE DEPARTMENT

Monthly Performance Report August 2019



BUILDING & LIFE SAFETY REPORT

Building Review Activities

Review Types	Aug 2019	YTD
Commercial Plans	-	5
Other Commercial Plans	10	76
Residential Plans	22	229
Other Residential Plans	23	156
Sign Review	3	19
Special Event Permit Review	8	50
Other Reviews	-	12
Building Safety Inspections	475	3834
Hydrant Activity (All)	307	2594
Total	848	6975

New Residential Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	12	\$2,098,437	25	\$4,150,990
February	24	\$3,612,916	31	\$4,632,640
March	29	\$5,319,757	19	\$3,265,851
April	21	\$3,170,535	31	\$5,154,348
May	22	\$3,662,853	35	\$5,931,018
June	50	\$4,421,333	29	\$4,754,472
July	25	\$4,630,422	23	\$3,812,374
August	38	\$5,900,434	15	\$2,613,249
September			25	\$3,986,705
October			0	\$0
November			16	\$2,350,177
December			16	\$3,036,520
Total	197	\$32,794,486	265	\$43,688,345

Commercial—New/Under Review Permits

- ⇒ Rilibertos 3123 Stockton Hill Rd
- ⇒ Rt 66 Stuff your Stuff 3645 E Andy Devine Ave

Commercial Permits Issued

Under Construction

- ⇒ Mohave County Courthouse 401 Spring St
- ⇒ Tuff Shed, Inc., 4325 Stockton Hill Rd
- ⇒ Canada Mart, 210 W. Andy Devine Ave
- ⇒ Innovative Warehouse 1301 Andy Devine Ave
- ⇒ Black Bear Dinner 946 Beale St
- ⇒ DES 2400 Airway Ave
- ⇒ Dairy Queen, 3152 Stockton Hill Rd

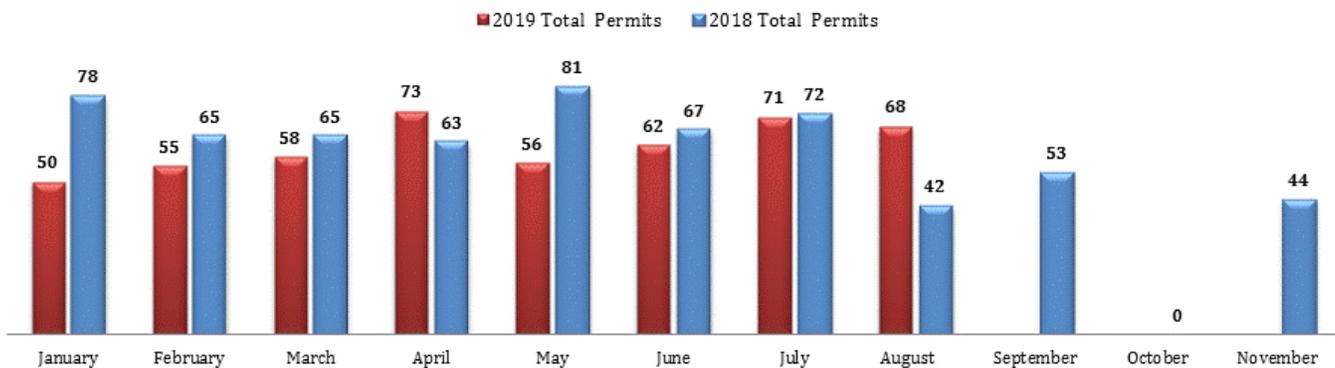
Commercial Permits Ready to Issue

- ⇒ Perkins 3123 Stockton Hill Rd

Commercial Permits Close-Out

- ⇒ None

Commercial & Residential Permits Issued YTD



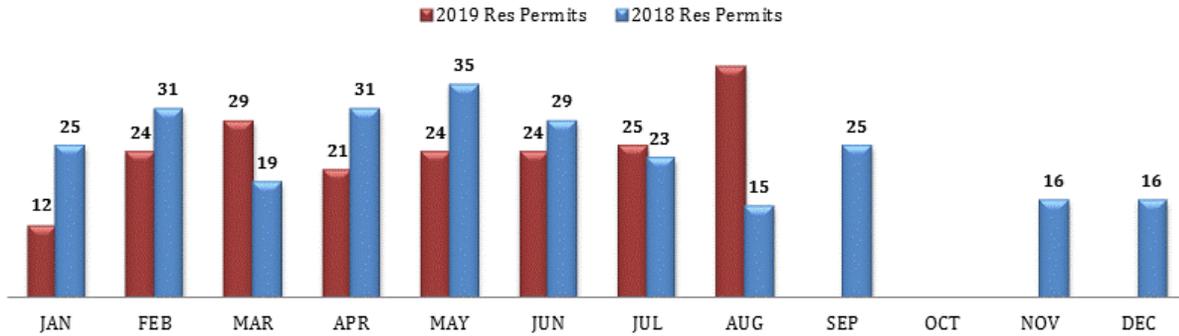


Kingman FIRE DEPARTMENT Monthly Performance Report August 2019



BUILDING & LIFE SAFETY REPORT

New Residential Permits Issued



New Commercial Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	2	\$785,934	1	\$713,552
February	0	\$0	1	\$508,129
March	0	\$0	0	\$0.00
April	2	\$4,931,071	0	\$0.00
May	0	\$0	2	\$222,109
June	0	\$0	1	\$45,337
July	2	\$4,747,314	2	\$1,619,062
August	0	\$0	1	\$2,628,360
September	0	\$0	0	\$0.00
October	0	\$0	0	\$0.00
November	0	\$0	0	\$0.00
December	0	\$0	0	\$0.00
Total	6	\$10,464,325	8	\$5,736,548

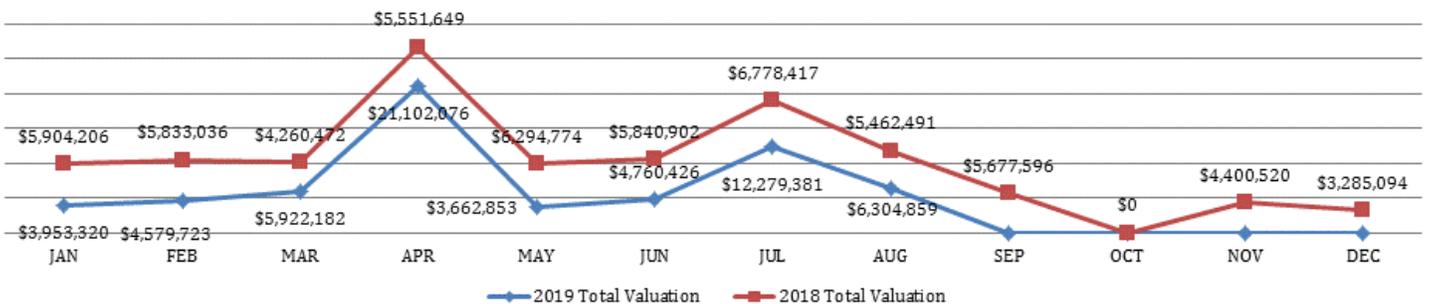
Commercial & Residential Plan Review Performance Compliance

Benchmark	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	30%	100%

Building & Life Safety Inspection Performance Compliance

Benchmark	FIRE: Scheduled Inspections Completed Same Day	BLDG: Scheduled Inspections Completed Same Day
90%	100%	100%

Total Value of Commercial & Residential Permits Issued





Kingman FIRE DEPARTMENT

Monthly Performance Report August 2019



BUILDING & LIFE SAFETY REPORT

Total Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	50	\$3,953,320	78	\$5,904,206
February	55	\$4,579,723	65	\$5,833,036
March	58	\$5,922,182	65	\$4,260,472
April	73	\$21,102,076	63	\$5,551,649
May	56	\$3,662,853	81	\$6,294,774
June	62	\$4,760,426	67	\$5,840,902
July	71	\$12,279,381	72	\$6,778,417
August	68	\$6,304,859	42	\$5,462,491
September			53	\$5,677,596
October			49	\$0
November			44	\$4,400,520
December			50	\$3,285,094
Total	493	\$62,564,820	729	\$59,289,159

Permit Fees	Aug 2019	Aug 2018	Permits FINALED	Aug 2019	Aug 2018
Collected	\$260,319	\$43,416	Total #	54	49
Waived	\$3,249	\$19,212	Total Value	\$3,990,700	\$3,858,808

The Values of the Kingman Fire Department

- * **Safety:** Members of the City of Kingman Fire Department believe our health and safety are essential for us to fulfill our Mission. We are committed to providing the most effective health and safety programs for our members' well-being and operational readiness.
- * **Community:** Members of the City of Kingman Fire Department are committed to fulfilling our responsibility and deepening our involvement in the community we serve. Our responsibility is to protect life, property and the environment. No request or inquiry will go unanswered.
- * **Professionalism:** Members of the City of Kingman Fire Department highly value being professionals at all times. As professionals, we are committed to providing the highest level of operational readiness through preparation, education and continual self-improvement.
- * **Empowerment:** Members of the City of Kingman Fire Department value staff involvement in decision making and delegate authority to the most appropriate level. We believe that a united team can achieve far more than an individual effort. We hold ourselves to the highest standards and are accountable for our actions.
- * **Efficiency/Effectiveness:** Members of the City of Kingman Fire Department understand the importance of organizational sustainability. Therefore, we value fiscal prudence and strive to be effective and efficient in the execution of our duties.
- * **Integrity/Honesty:** Members of the City of Kingman Fire Department are honest, fair, and compassionate when dealing with members of our community and with each other. We are honorable to our profession and we inspire each other to maintain trustworthiness, openness, and sincerity.
- * **Courage:** Members of the Kingman Fire Department will demonstrate the mental and moral strength to persevere in times of difficulty with conviction and strength.



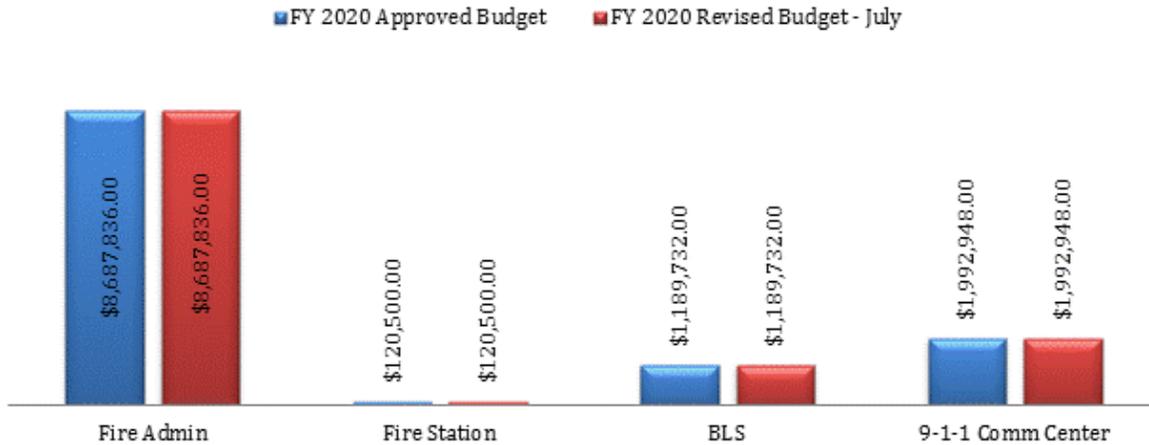
Kingman FIRE DEPARTMENT Monthly Performance Report August 2019



FIRE ADMINISTRATION STRATEGIC HIGHLIGHTS

The Kingman Fire Department administration provides support for the daily response to both emergency and non-emergency incidents within the city of Kingman and surrounding areas. This support comes in the form of leadership, strategic management, fiscal administration, long-range planning, inter-departmental coordination, budget development, grant management, payroll, and administrative support to all divisions. The professional service provided by the Department Administration is focused on the mission, vision, and values of the organization with a specific focus on safety and customer service.

FY 2020 Approved Budget vs. Current Revised Budget



Grant Information

The department received official notification that it received a FEMA Assistance to Firefighters grant for \$135,000.00 for portable radios. This is a welcome addition as a replacement program was funded in FY 2109-2020 but receiving this grant allows the department to fully install a solution and retain this funding for a regular maintenance and replacement schedule. The department has also received preliminary notification of a FEMA Fire Prevention and Safety Grant award in the amount of \$55,000.00. This will allow the department to further expand community risk reduction into significant identified risk and continue the mission of outreach for the community.

- ◆ The department has completed the bid process for diesel exhaust extractions systems for all fire stations as approved in the FY 2019-2020 capital improvement process.
- ◆ The department is currently performing the management services agreement for the Northern Arizona Consolidated Fire District #1 allowing the department to analyze airport and industrial complex response which will be comprised of both agencies.

The monthly performance report ensures the department is meeting the established mission: *“To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community”*. This report represents the commitment that the department has made to data analysis and data-based-decision-making in its philosophy of continuous improvement. Please contact me if you would like additional information or if you have any questions regarding the information provided with the Monthly Performance Report.

Jake Rhoades, Fire Chief

2019

AUGUST PERFORMANCE REPORT CITY OF KINGMAN—FIRE DEPARTMENT

To request further information, contact:
Jake Rhoades, Fire Chief
Kingman (AZ) Fire Department
412 East Oak Street, Kingman, AZ. 86401
(928) 753-2891
<http://www.kingmanfire.com>

